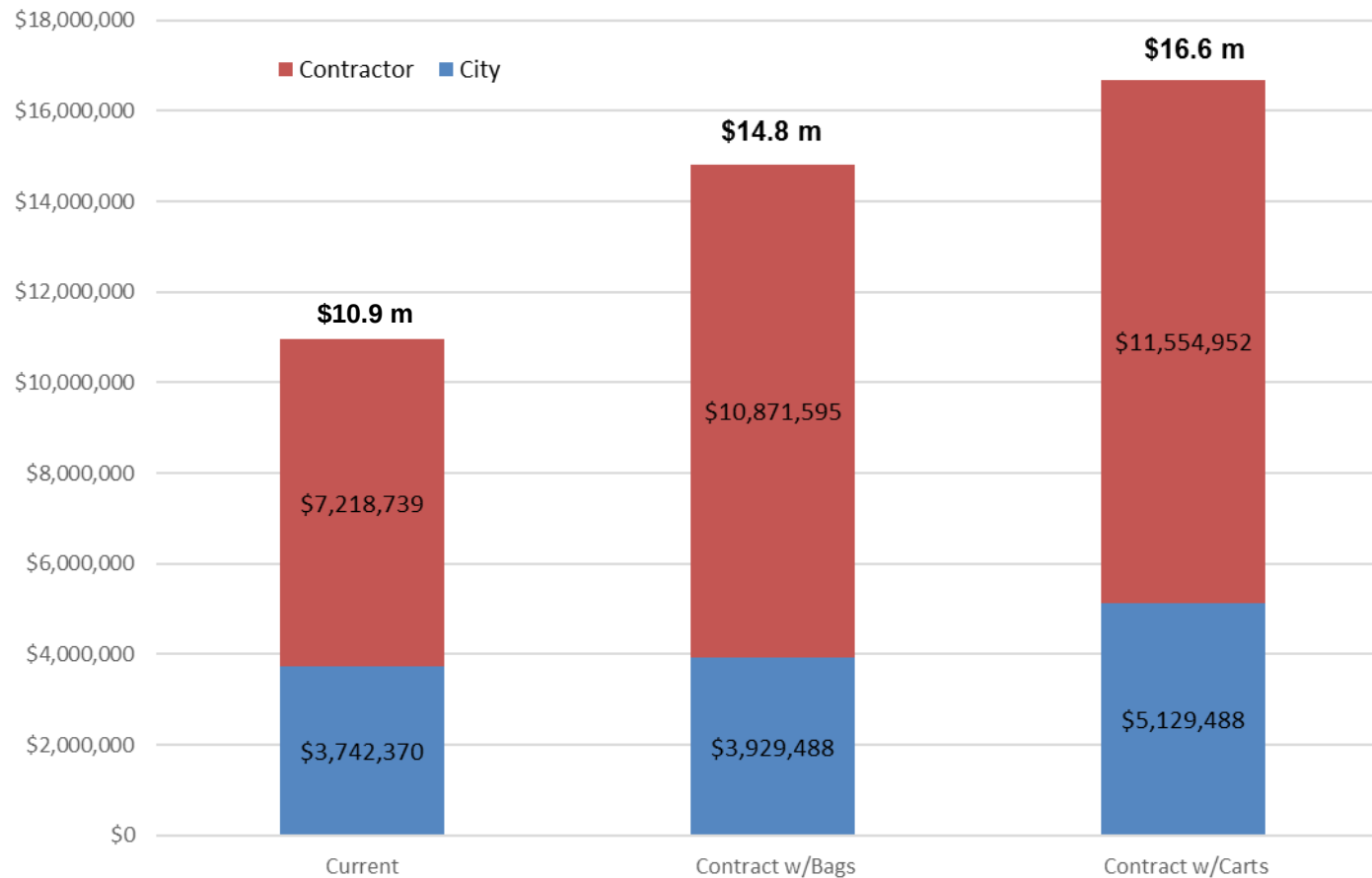




Solid Waste Improvement Plan

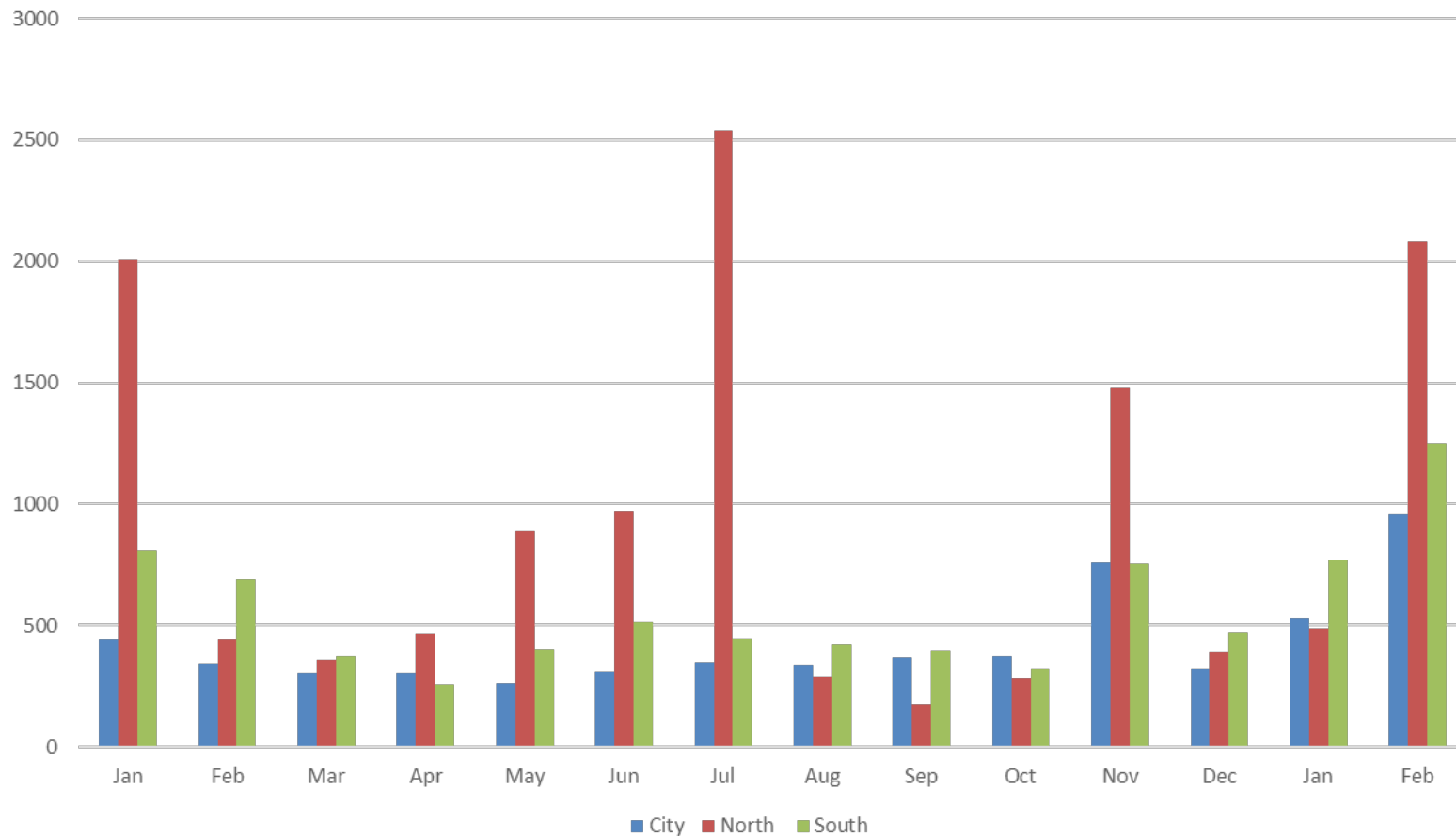
RFP Cost Comparisons

Cost Comparisons - FY21

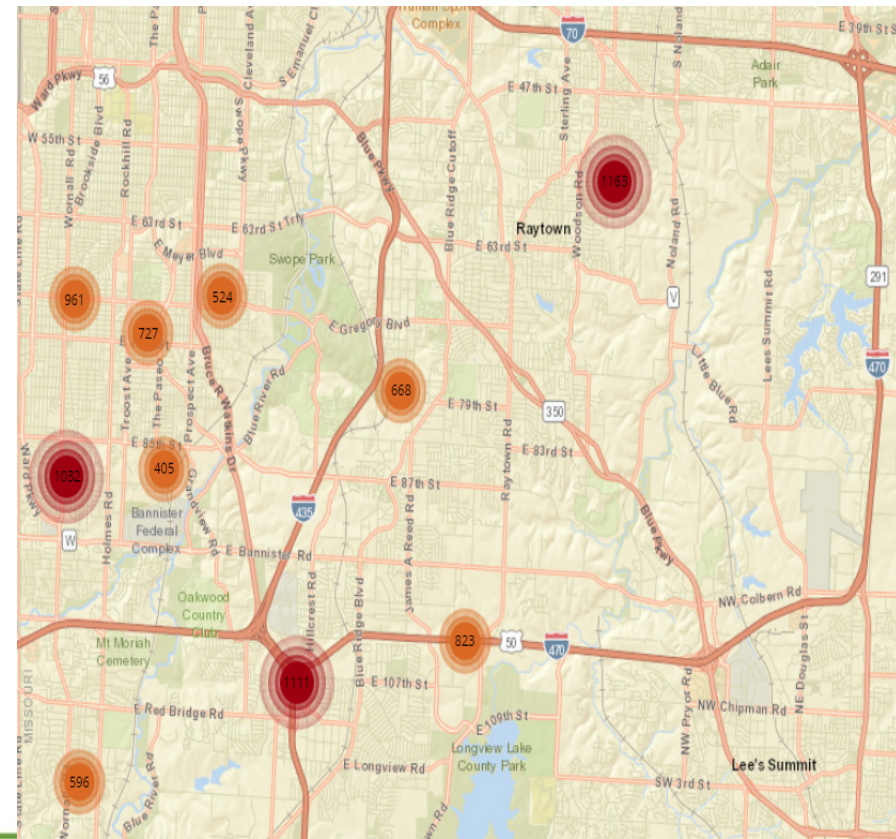


Service Issues

Service Complaints Jan 2018 - Feb 2019

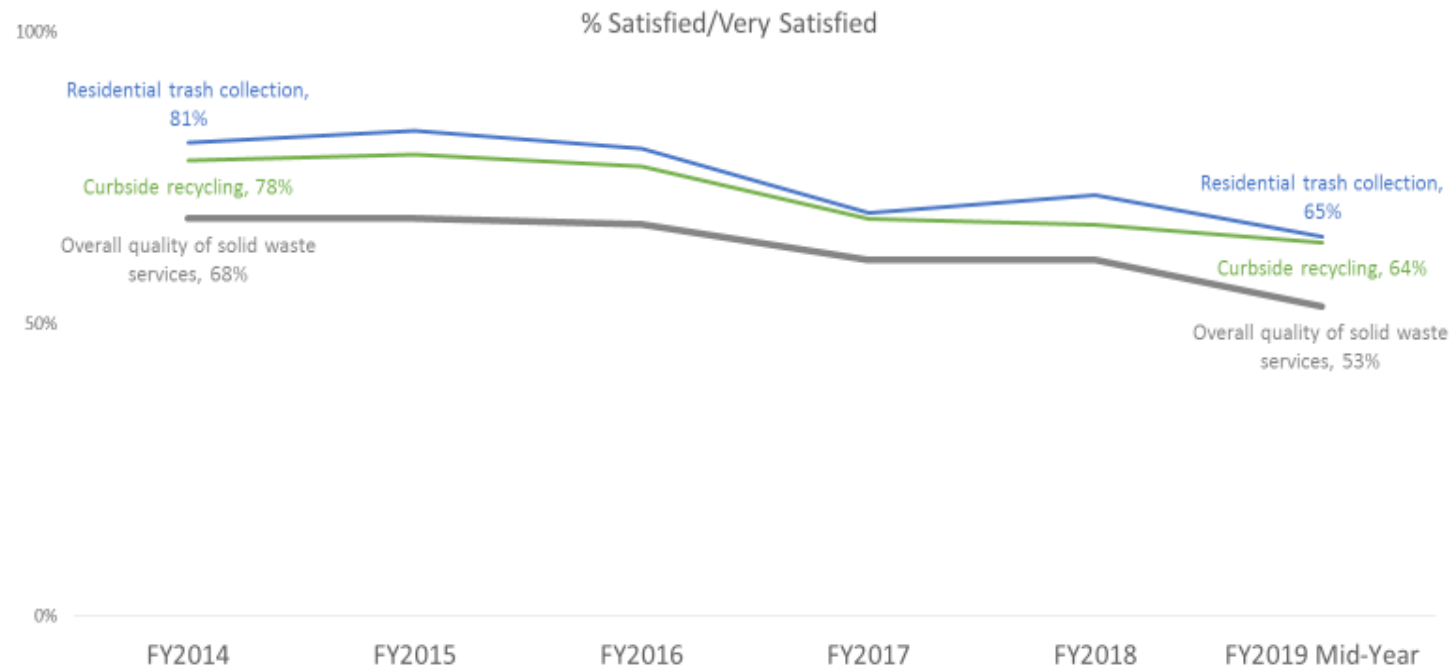


North



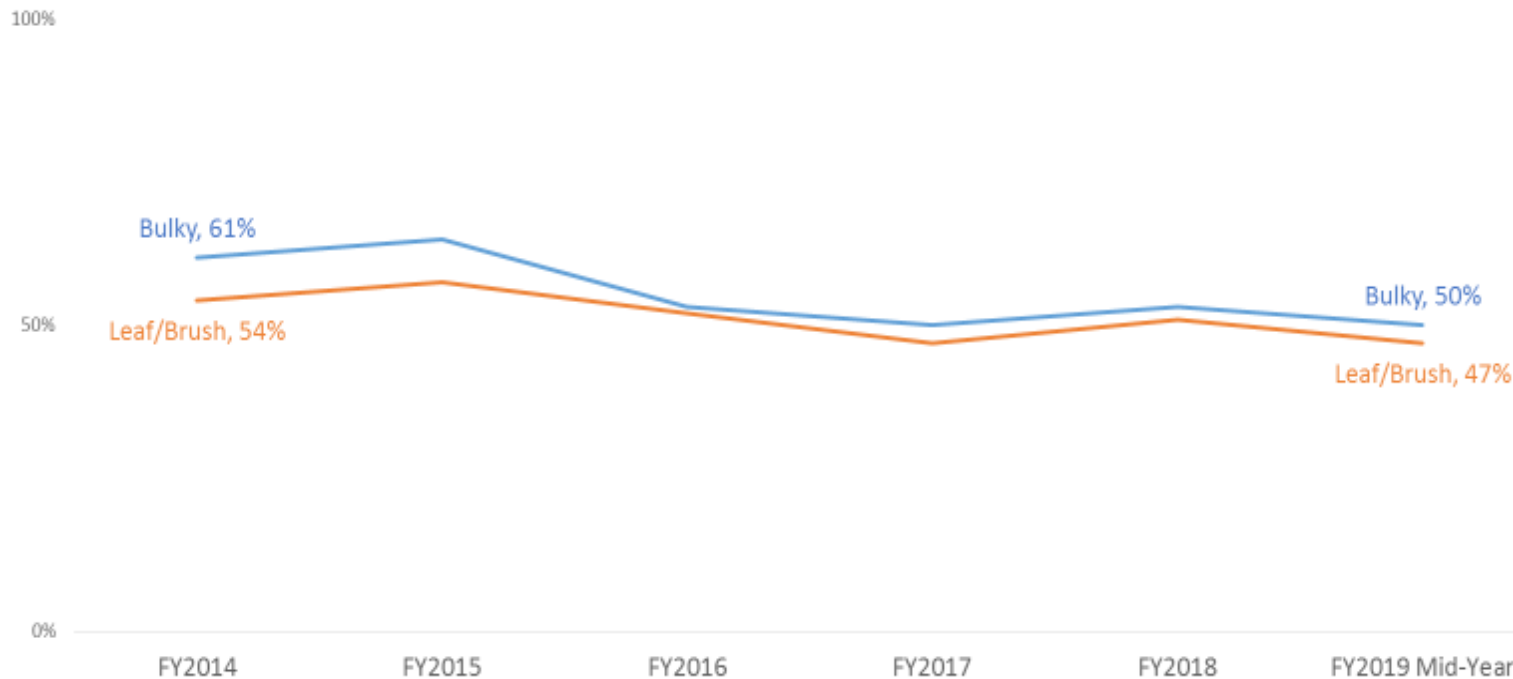
Customer Service Satisfaction: Trash

Satisfaction with Solid Waste Services has significantly decreased over the last five years and is trending down in FY2019.



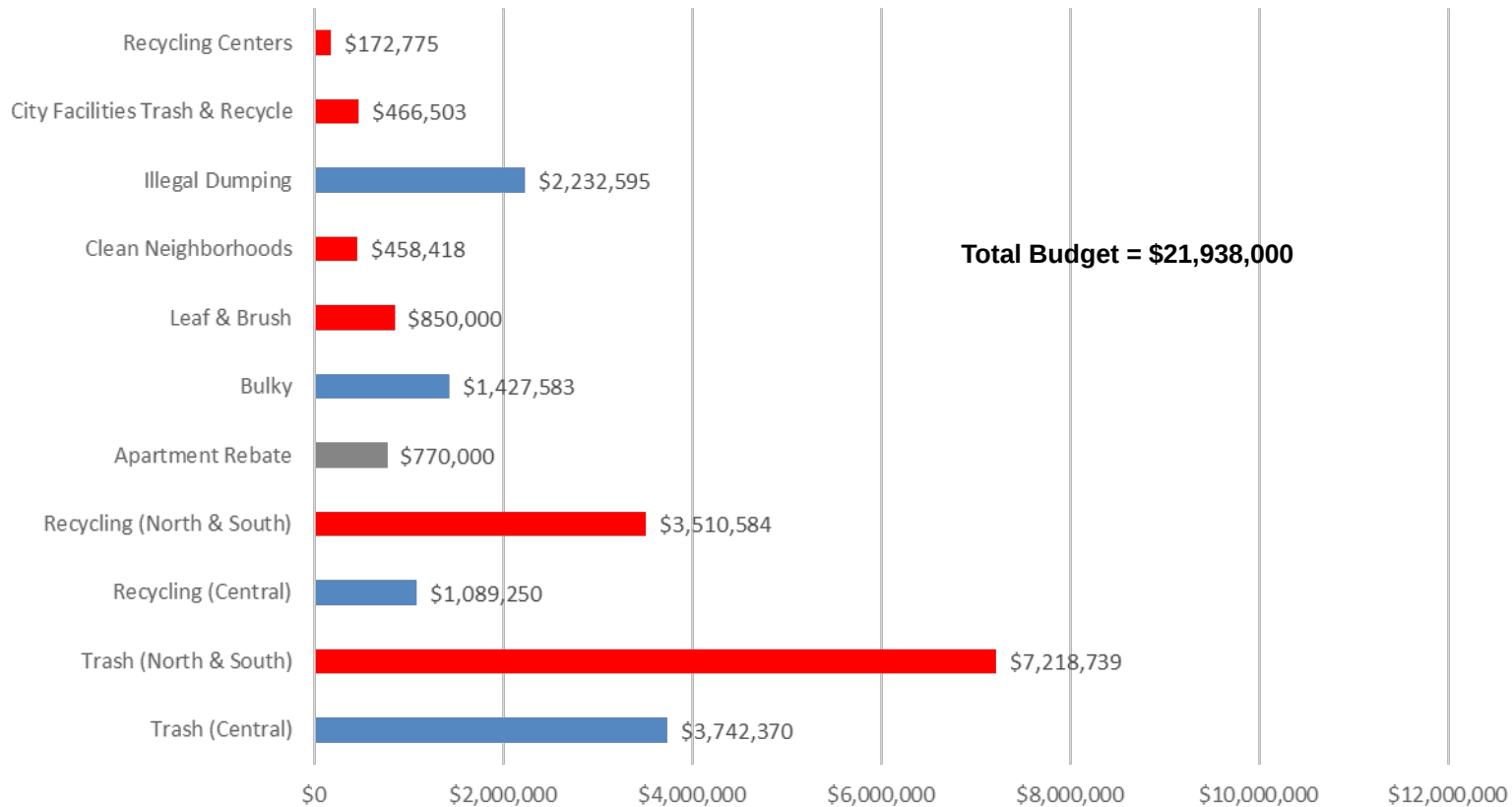
Customer Service Satisfaction: Bulky and Leaf & Brush

Bulky and Leaf/Brush pickup has also decreased



Current Costs – Solid Waste

Current - FY19



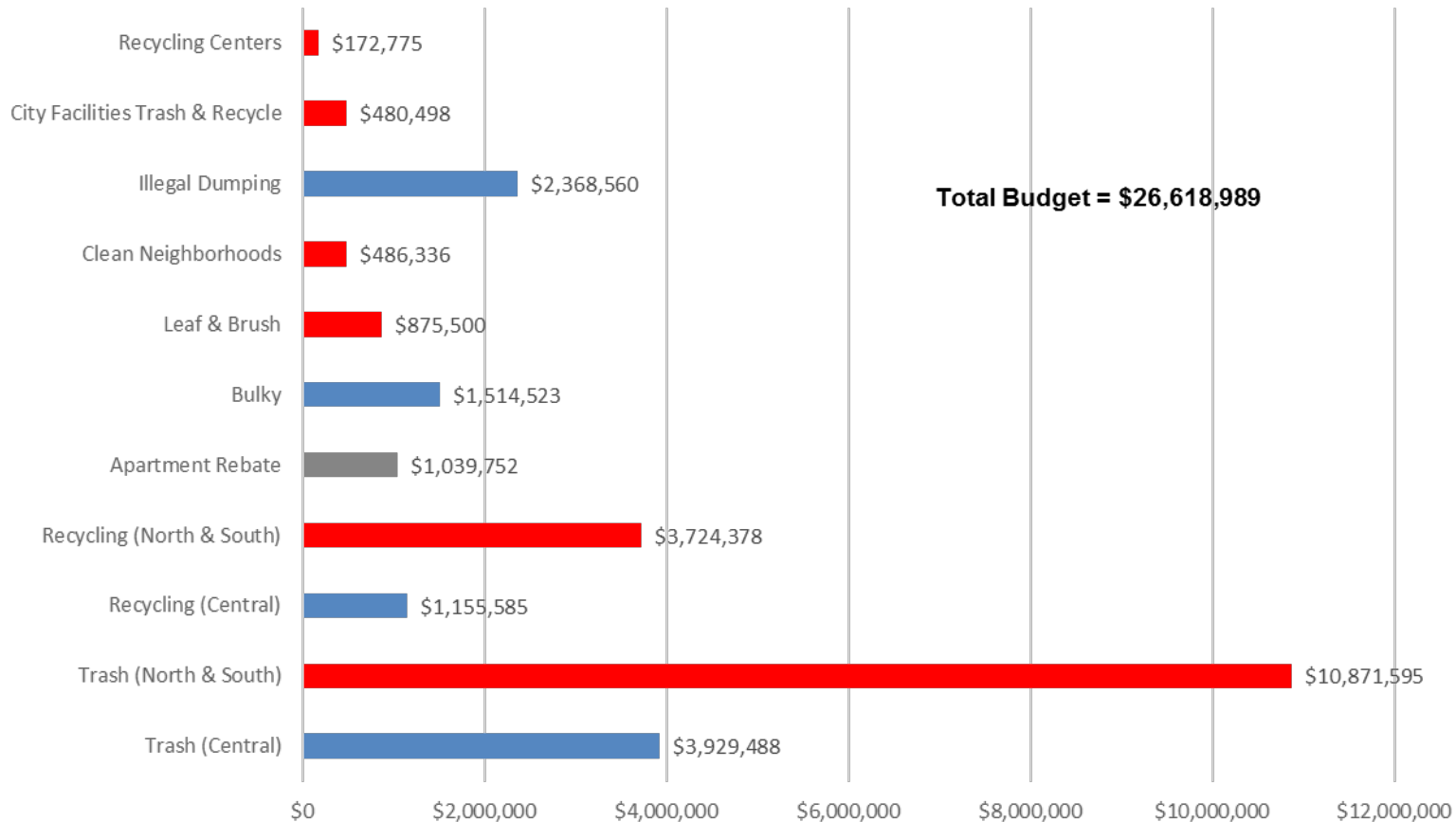
Contract

City



FY21 Status Quo– Solid Waste

Status Quo – Continue contracting Trash



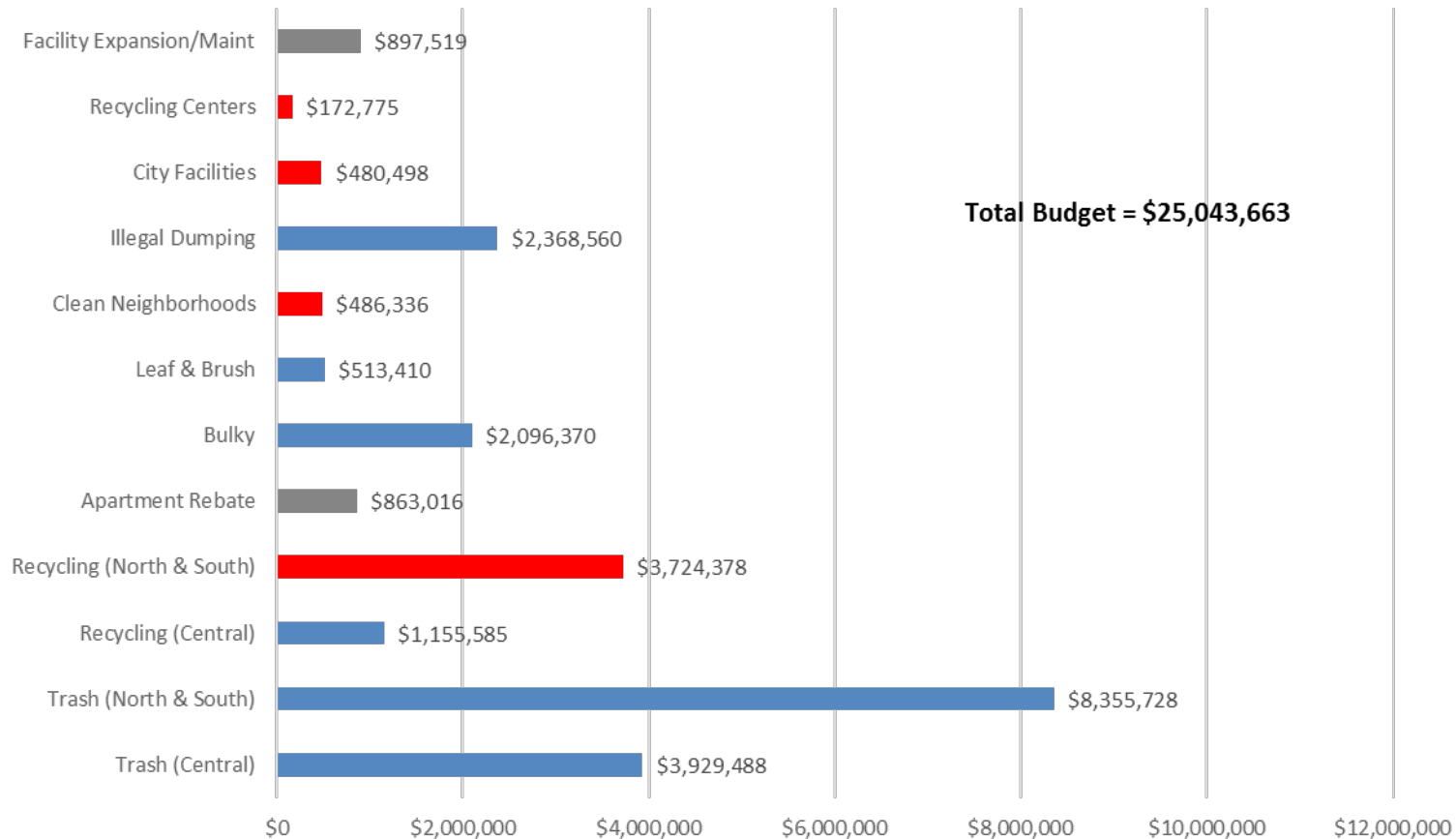
Contract

City



FY21 Proposed – Solid Waste

Solid Waste Improvement Plan



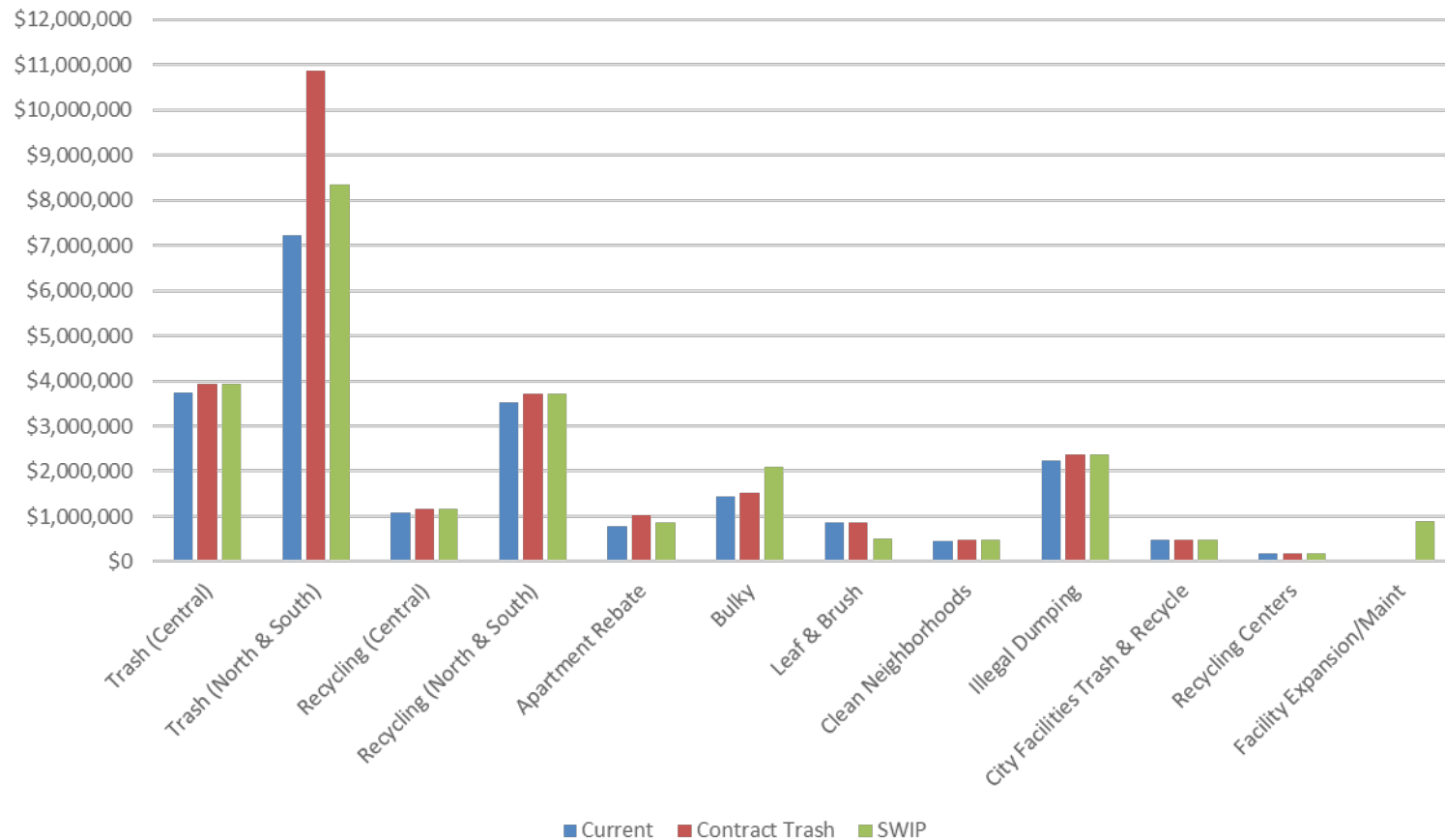
Contract

City



FY21 Comparison – Solid Waste

FY21 Comparison



10yr Cost Comparison

10-Yr Comparison

